

Key inspection report

Care homes for older people

Name:	Bernhard Baron Cottage Home
Address:	Lewes Road Polegate East Sussex BN26 5HB

The quality rating for this care home is:	three star excellent service
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A quality rating is our assessment of how well a care home is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this full review a 'key' inspection.

Lead inspector:	Date:
Melanie Freeman	0 6 0 4 2 0 1 0

This is a review of quality of outcomes that people experience in this care home. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the care home:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area.

Outcome area (for example Choice of home)

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

This is what people staying in this care home experience:

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

Copies of the National Minimum Standards – Care Homes for Older People can be found at www.dh.gov.uk or bought from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

The mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

Document Purpose	Inspection report
Author	Care Quality Commission
Audience	General public
Further copies from	0870 240 7535 (telephone order line)
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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Bernhard Baron Cottage Home
Address:	Lewes Road Polegate East Sussex BN26 5HB
Telephone number:	01323483613
Fax number:	01323486975
Email address:	mail@bbch.co.uk
Provider web address:	

Name of registered provider(s):	Trustees Bernhard Baron Cottage Home
Name of registered manager (if applicable)	
Trudi Knight	
Type of registration:	care home
Number of places registered:	63

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	63
Additional conditions:		
The maximum number of service users to be accommodated is 63		
The registered person may provide the following category of service only: Care home only (PC) to service users of the following gender: Either whose primary care needs on admission to the home are within the following category: Old age, not falling within any other category (OP)		
Date of last inspection		
Brief description of the care home		
Bernhard Baron Cottage Homes provide residential care and support for up to sixty-three older people.		
The premises comprise of one large single storey building, providing good quality resident accommodation, in single en-suite rooms. The main building also houses the		

Brief description of the care home

spacious dining room, kitchen, lounges and offices. In addition there are twenty five self-contained cottages for more independent living.

All accommodation is connected to a 24 hour call system. The buildings are set in large, well maintained gardens and car parking facilities are available. The home is well situated and is easily accessible by road. It is close to amenities, including the main line railway station at Polegate and is within five miles of the seafront and Eastbourne town centre.

Bernhard Baron Cottage Homes is owned by the Quakers. It is a registered charity and is managed by a board of appointed Trustees.

Information about the service, including the Statement of Purpose, Service User's Guide (incorporated in the comprehensive `Welcome Pack') and most recent Care Quality Commission report, is made available to prospective residents or their relatives, on request, as part of the admission process.

The range of weekly fees, as of 1 April 2010, is £374 - £423. Additional charges, not included in the fees, include hairdressing, chiropody, newspapers and toiletries.

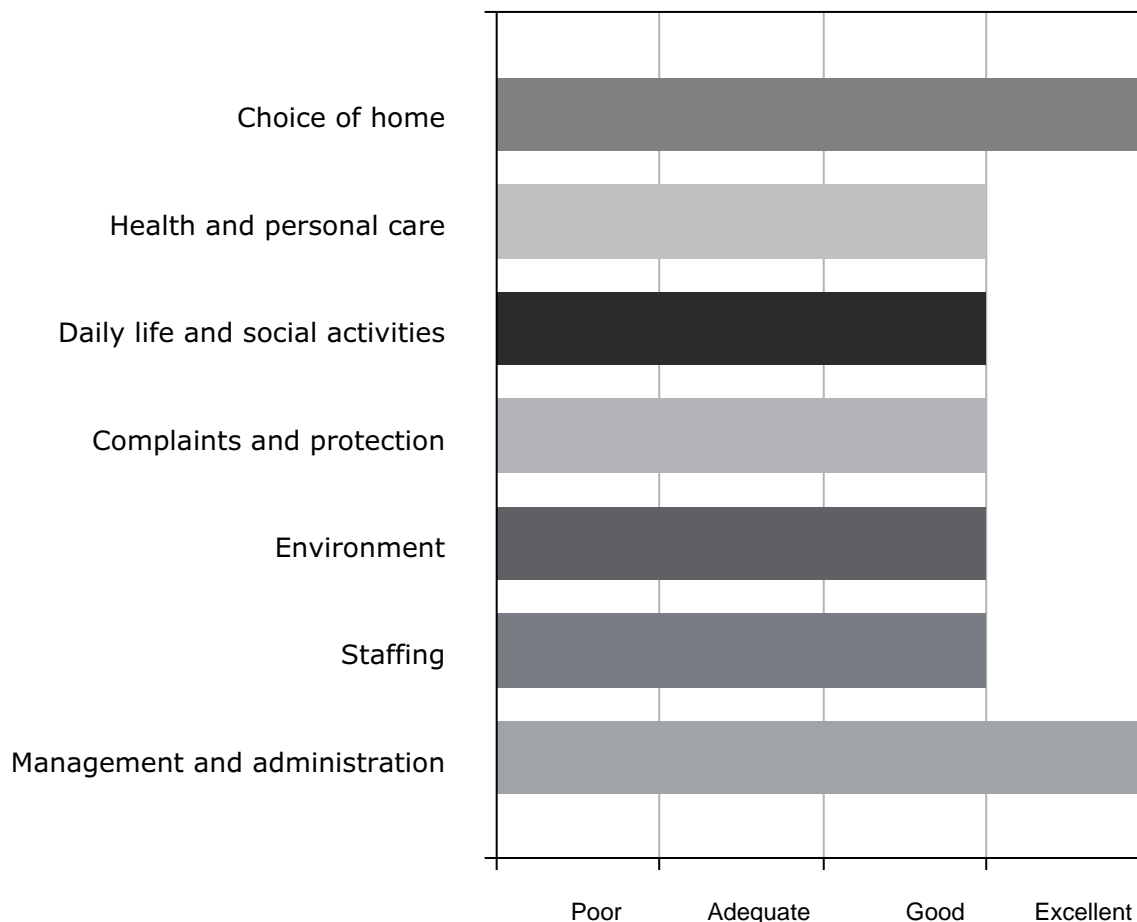
Summary

This is an overview of what we found during the inspection.

The quality rating for this care home is:

three star excellent service

Our judgement for each outcome:



How we did our inspection:

The reader should be aware that the Care Standards Act 2000 and Care Homes Regulation Act 2001 often use the term 'service user' to describe those living in care home settings. For the purpose of this report those living at Bernhard Baron Cottage Home will be referred to as 'residents'.

This was a key inspection that included an unannounced visit to the home on Thursday 1 April 2010 and a follow up announced visit on Tuesday 6 April 2010. The allocated inspector spent approximately seven hours in the home and was able to discuss matters with the management team. The registered manager received the inspection feedback at the conclusion of the visit.

A tour of all communal areas was undertaken and a selection of residents accommodation was seen with relevant consent. A range of documentation was reviewed including the home's statement of purpose and service user's guide, pre-

admission assessment procedures, the systems in place for handling complaints and protecting residents from harm, staff recruitment files, quality assurance systems and some health and safety records.

The care documentation pertaining to two residents were reviewed in depth and the inspector ate a midday meal in the dining room.

At the time of compiling the report, in support of the visit, the Care Quality Commission received survey forms about the service from eight residents, and ten staff members.

The required Annual Quality Assurance Assessment (AQAA) was very well completed by the management team and returned when requested, and was used to inform this inspection report.

What the care home does well:

Bernard Baron Cottage Home is an established, very well managed and maintained service that continues to provide high quality care and accommodation for older people. A number of positive comments were received about the home from residents when asked 'what the home does well' and these included 'Shows great care and listens to our needs. Very high standard. Kept very clean and tidy. Full programme provided of interest and weekly outings'. 'Everything to make it 'home' for us. There is a warm caring atmosphere which has always been here, a great friendliness between residents and staff'. 'Everything from providing well designed comfortable and well maintained accommodation in cottages and the bed sits in the main building to exceptional care by a happy and friendly staff who treat us all the same. Nothing is too much trouble for them, and if we have any worries or problems, we have only to mention them and they help us if they can'. 'Everything, we the residents are well cared for in every way our home is well maintained . The standard of care is wonderful and has not deteriorated at all during the 10 years I have been a resident. We experience love, care and laughter from the whole team'. 'It encourages residents to carry out simple tasks concerned with the general running of the home, such as laying the table and play reading this helps to prevent those of us living here from feeling completely useless, and fosters a community and family feeling'.

A staff member recorded within a survey that 'the home creates a very happy and peaceful environment, for both residents and staff. I have never experienced such a well organised and run home in past places of employment, the atmosphere is immediately obvious, all smiling faces tell their story'.

The comfortable, relaxed and welcoming environment has evolved over many years and reflects the stability and commitment within the staff team and the open and inclusive management style. The home has become a community that both the staff and residents feel a real part of.

Visitors are seen as an important part of the home and are made to feel very welcome with visiting arrangements being flexible and unrestricted. The provision for activities and entertainment in the home are well developed and constantly evolving in response to residents' preferences.

The admission procedure is thorough allowing time for prospective residents to have a true trial period at the home before any decision is made about an admission to the home. Effective communication and consultation systems enable residents to be directly involved in developing and reviewing their individual care plans, as well as many decision making processes within the home.

What has improved since the last inspection?

There were no requirements or recommendations made as a result of the previous inspection. It was clear however, that the management team work hard to keep up to date, and an ongoing maintenance and improvement plan is in place to improve the environment.

What they could do better:

The management and staff are clearly committed to raising and maintaining high standards of care and services currently provided.

During the inspection a number of areas were identified for improvement and the management team were proactive in their response, keen to put measures in place to address any shortfall. These areas are reflected in this report.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details on page 4.

The report of this inspection is available from our website www.cqc.org.uk. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order line 0870 240 7535.

Details of our findings

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Requirements and recommendations from this inspection

Choice of home

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. If they decide to stay in the home they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between them and the care home that includes how much they will pay and what the home provides for the money.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The thorough admission policy and procedure ensures that residents are admitted only on the basis of a full needs assessment, undertaken by people competent to do so. Prospective residents have the opportunity to visit the home and know that it is able to meet their individual care and support needs.

Evidence:

A copy of the home's statement of purpose and service user's guide is displayed in the front entrance area, along with copies of the home's recent inspection reports. Information contained within these documents is both useful and comprehensive.

Various information is available to prospective and existing residents in various formats. Following an initial enquiry to the home, an information leaflet is sent out with a covering introductory letter and a visit to the home is arranged. Those expressing an interest in coming to the home are placed on a list for 'interested' people. This list is then updated with ongoing contact being maintained by the home.

Evidence:

Records reviewed within the home confirmed that residents are only admitted following a needs assessment, completed by the care managers or their deputy's. Once this is completed the prospective resident lives in the home for up to 4 weeks with an ongoing assessment process being completed, to see if their expectations are being met and that the home can provide for their needs. This assessment also takes into account the wider community within the home, to ensure a suitable placement. The admission criteria is clear and is completed with the best interest of the prospective resident at the heart. If Bernhard Baron Cottage Home is not suitable the home's management are instrumental in sourcing another solution.

The admission process could be further improved with the use of clearer documentation and letters to confirm where the pre admission assessment is completed, who is present and on what basis the admission to the home is progressed. A resident spoken with explained that the trial period allowed for her and her husband to decide when it was the right time to move into the home.

Health and personal care

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People's health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it, in a safe way. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

If people are approaching the end of their life, the care home will respect their choices and help them feel comfortable and secure. They, and people close to them, are reassured that their death will be handled with sensitivity, dignity and respect, and take account of their spiritual and cultural wishes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Individual plans of care set out resident's personal and health care needs enabling staff to meet these in a consistent way.

Resident's health care needs are met with the advice and support of community health care professionals. The homes practice ensures that residents medicines are stored and administered safely.

Residents are treated with respect and are able to make decisions about day to day living.

Evidence:

The care documentation reviewed demonstrated that individual plans of care are developed from a needs assessment that is updated regularly. The plans were accurate, generally well maintained, and up to date. It was evident that people living in the home are directly involved in the assessment process and their individual care planning. It was noted that needs assessments are agreed and signed by the resident and a member of staff. However the plans do not record fully residents social and psychological needs. The manager confirmed that the plans are to be further developed to cover the social needs and aspirations of residents.

Evidence:

Discussion with residents and the daily care records indicated that the staff had a good understanding of residents needs treating them like 'friends' and the standard of care is being delivered in a way that suits the residents, and allows for flexibility. Risk assessments are completed on each resident and these cover care activities and environmental risks, and included those related to medicine self administration, moving safely and safe environment, and are used to promote residents independence. Although residents weights are recorded nutritional screening is not routinely completed on a broader level. The manager confirmed that this area had been identified for further development. Discussion took place around the need to ensure the accuracy of all risk assessments and for these, including those relating to pressure area care to be reflected in the plan of care.

All feedback received about the care was positive. Comments included 'This makes it a truly lovely place to live' 'The standard of care is wonderful' 'Everyone is truly equal and there is no bickering or argument amongst the staff or residents. This makes it a truly lovely place to live' 'The care is the best you need'.

Records, observation and discussion confirmed that the home works closely with the community health care professionals, ensuring residents health care needs are identified and responded to quickly. A visiting health care professional confirmed the communication with this home was good and staff were 'very caring'.

Practice observed confirmed that medicines are administered in a safe way and the records examined were found to be on the whole accurate, although further attention needs to be given to the recording and auditing records relating to the controlled drugs. Many residents retain responsibility for their own medicines and this is recorded and risk assessed. Storage facilities are well organised and a local pharmacist continues to provide ongoing advice and specific staff training in the control and handling of medicines.

The dependency of the residents overall is low and the home promotes ongoing independence and autonomy for residents within a supporting community environment.

Daily life and social activities

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

Each person is treated as an individual and the care home is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. They are part of their local community. The care home supports people to follow personal interests and activities. People are able to keep in touch with family, friends and representatives. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Residents are supported to lead their lives how they choose.

Residents are enabled and supported to maintain contact with family and friends as they wish. They benefit from appropriate recreational and leisure activities and menus that are balanced and nutritious, reflecting their individual likes and preferences.

Evidence:

Independence continues to be given a high priority, promoted and encouraged within the home and wherever possible, residents are supported to make choices and take decisions affecting their life and daily routines.

A wide variety of activity and entertainment is available to residents, this reflects individual and collective interests and preferences, including singing, handicraft, music and movement, bowls, opera evenings, board games and film shows. A weekly activities programme and a monthly entertainment chart displayed in the dining room. Up to date information, including current and forthcoming events, is made during daily lunchtime announcements in the dining room. Much of the social activity in the home is directed by the residents who have recently set up a play reading group for example and organise group activities whenever they want, like scrabble and Croquet games.

Evidence:

Residents are directly involved in running a regular 'in-house' shop and library service, and help with some chores around the home. Planned outings to pubs and places of interest are also arranged. Religious observance and services are also an important part of the home.

Residents are given a good level of autonomy although the home needs to be advised if residents are away, as the staff check on each resident in the cottages each day.

A meal was eaten with residents and this was a social event with staff joining the residents. The food was well presented and a choice was available. On the whole feedback about the food was very positive and comments received included 'the food is always very good here' 'they try very hard to give a varied menu'. A weekly menu is displayed in the main dining room, reflecting residents preferences and including seasonal variations. The registered manager confirmed that a weekly meeting is held with the head chef to discuss any relevant issues, and that he now attends the resident's forum for direct feedback and discussion. The main house has set meal times, with lunch and teatime meals being served in a comfortable and spacious dining room. Residents residing in the cottages prepare their own breakfasts and teatime meal and collect provisions daily from the main kitchen.

Complaints and protection

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

If people have concerns with their care, they or people close to them know how to complain. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

People's legal rights are protected, including being able to vote in elections.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The open and inclusive atmosphere within the home enables residents, staff and visitors to express any concerns, confident that they will be listened to and acted upon. Residents are safeguarded from abuse through relevant staff training and robust policies and procedures.

Evidence:

The home has a comprehensive complaints procedure although this needs to be updated to reflect that the Care Quality Commission is not part of this procedure, although people can contact the Commission at any time. People spoken to were all confident that the staff and management in the home would listen to any concern, and respond to it effectively. A suggestions box is also provided in the front entrance area.

During the inspection visit it was clear that the management were approachable and happy to listen to any comments from people. Complaint records seen confirmed a proactive response to issues raised with an emphasis on resolution. All complaints received over the last year have been related to food and all have been taken seriously being investigated and responded to.

The home has relevant policies and procedures on the protection of vulnerable adults, which include one on whistle blowing. Records and discussion with the management team confirmed that staff receive regular training on safeguarding issues, and that they have undertaken training on the Mental Capacity Act and the deprivation of

Evidence:

liberty.

Staff recruitment files seen confirmed that the required checks are completed on staff to ensure they are suitable to work at the home.

Environment

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People stay in a safe and well-maintained home that is homely, clean, pleasant and hygienic.

People stay in a home that has enough space and facilities for them to lead the life they choose and to meet their needs. The home makes sure they have the right specialist equipment that encourages and promotes their independence. Their room feels like their own, it is comfortable and they feel safe when they use it.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Residents benefit from accommodation that is comfortable, homely, well maintained and clean.

Evidence:

Bernhard Baron Cottage Home is a purpose built care home that includes ground floor accommodation for residents in the main building, and self contained single storey cottages in it's grounds. The main building provides spacious communal space that is well maintained and includes a large lounge, spacious dining room and two separate sitting areas. They continue to be used for different activities as well as providing quieter areas for residents to meet with visitors. Good quality furnishings and fittings are provided throughout the home.

Residents accommodation was very personalised and suited residents needs and were seen as their own personal, private areas, which staff respected. All rooms are fitted with door locks and residents are provided with keys. Lockable facilities, to store money and valuables are also provided.

A variety of bathing facilities are available in the home to enable residents. There is also attractive outside space that residents can enjoy.

During the inspection visit it was noted that some radiators and hot water pipes had

Evidence:

not been guarded. This was raised with the management who agreed to ensure risk assessments are up to date and to have all hot pipes and radiators that pose a possible risk to residents guarded by September 2010.

Staff were seen to be following suitable infection control measures and the laundry room is well equipped with suitable washing machines and driers. The standard of cleanliness was high throughout the home.

Staffing

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have safe and appropriate support as there are enough competent staff on duty at all times. They have confidence in the staff at the home because checks have been done to make sure that they are suitable to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

There is sufficient trained and competent staff on duty at all times to meet the assessed needs of the residents. Robust recruitment procedures and appropriate staff training ensure the safety and protection of residents.

Evidence:

Residents benefit from a stable and dedicated staff team who are clearly able to meet the assessed, individual and collective needs of residents within the home. The staffing levels reflect the number and dependency of the residents and allow for a level of social interaction. Residents spoken with said that staff were always available when needed. At night there are two waking night staff on duty and two additional on-call staff, one of whom is a manager. To ensure consistency of care, any staff shortages, through sickness or annual leave, are covered by bank or regular agency staff.

Feedback about the staff was all positive with residents making the following comments 'staff are friends and I am pleased to see them whenever' 'There is a warm caring atmosphere which has always been here, a great friendliness between residents and staff to exceptional care by a happy and friendly staff who treat us all the same. Nothing is too much trouble for them, and if we have any worries or problems, we have only to mention them and they help us if they can'. 'We experience love, care and laughter from the whole team'.

Evidence:

There was evidence within the home that the staff are well trained completing an induction and foundation training along with mandatory training. Additional training in order to meet residents needs is provided on an ongoing basis. Most staff have completed a National Vocational Qualification in care level 2 or above. Staff surveys received indicated that staff felt well supported and well trained. One staff member recorded 'The home is a happy place to work and the staff turnover is low. The whole person is cared for- both the residents and the staff'.

The management team is clearly aware of the need for thorough and robust recruitment procedures, to ensure the protection of service users.

Individual recruitment files that were examined, were found to be well maintained, containing all relevant and necessary information. It was however noted that all staff needed to have a recent photograph held on file. The manager confirmed that this matter would be addressed.

Management and administration

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have confidence in the care home because it is led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate health and safety practices are carried out.

People get the right support from the care home because the manager runs it appropriately with an open approach that makes them feel valued and respected. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Residents benefit from a well motivated management team who ensure a clear ethos and leadership for the home.

Quality assurance processes ensure that residents are listened to with their views being responded to. Residents financial interests are safeguarded. The health, safety and welfare of residents and staff are generally well promoted.

Evidence:

There is a stable, efficient and experienced management team consisting of two care managers, one being the registered manager, two deputy care managers and a Bursar. The management arrangements are strong with clear roles and responsibilities identified. They work in close consultation and respond proactively to situations that occur in order to improve the service. The management team are approachable and have positive relationships with residents and staff.

The home operates effective quality monitoring systems, including regular residents meetings and satisfaction questionnaires for both residents and relatives. The AQAA

Evidence:

was also completed to a high standard and used as an audit and quality improvement tool along with a mock inspection completed by the manager.

Personal allowances are held for two people and the accounts were found to be accurate. The Bursar agreed to ensure that a full procedure to underpin the practice followed is in place and provided to those people who have money deposited.

The home has a health and safety policy and the AQAA recorded that the necessary safety checks are completed. The AQAA recorded the appropriate policies and procedures are in place and that they are updated regularly. Environmental risk assessments are completed, it was however recommended that these are more comprehensive and explicit to the measures put in place in response to any risk.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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